

March 18, 2016

**Government Administration and Elections Committee**  
**Senate Bill No. 439: An Act Concerning The State Contracting Standards Board**  
**And Requirements For Privatization Contracts**

Senator Cassano, Representative Jutila, and members of the Government Administration and Elections Committee. My name is Charles Lee, I am a Supervising Environmental Analyst with the Connecticut Department of Energy & Environmental Protection. I am a resident of Eastford and a member of CSEA SEIU Local 2001 in the P-4 Bargaining Unit. I am here to testify **in support of Senate Bill No. 439: An Act Concerning The State Contracting Standards Board And Requirements For Privatization Contracts.**

I want to talk to today about the issues my fellow state employees experienced with contractors at the DMV. DMV employees voiced many concerns they had with the software being developed by 3M Corporation: concerns regarding reliability, concerns regarding suitability, concerns regarding compatibility, concerns with data integrity, and how problems were not being addressed by the contractor, 3M Corporation. This was known long before the software was introduced to the public, and long before the resulting notoriety that played out at the Department of Motor Vehicles following the conversion of the DMV computer systems by 3M Cooperation. Today I do not have to explain the fiasco that was created as 3M Corporation attempted to upgrade DMV computer systems at a cost to taxpayers of 25 million.

The potential problems with the computer system 3M was proposing were known well in advance by much of the DMV staff who tested the system. In 2013, IT staff expressed concerns to me that when the system went live, it would not function, it would create backlogs, and that data would be lost. However, few in state management would enlist the opinions of their own staff, and those state employees who understood the deficiencies inside the 3M system were correct, as we see today. For example, I was also told that at a meeting with then DMV Commissioner Melody Currey, they were cautioned not to say anything negative about the project, but to list only comment on the positive aspects.

In addition to SEBAC 2011, which was supposed to provide a platform for frontline workers to discuss cost saving measures with state agency managers, the Contracting Standards Board could have been an avenue for state workers to communicate potential problems with contract services going awry to union officials on the board. I believe that if SEBAC 2011 had been fully implemented and the Contracting Standards Board been functioning, we could have avoided what we have at DMV today.

Now we see the Malloy administration looking to contract more DMV functions into the hands of private contractors. I even understand that 3M has a new contract with the Department of Emergency Services and Public Safety. Before considering contracting out any more services, I ask you to please start communicating with the state workers through the Contracting Standards Board. We are motivated by public service, not profit, and we are here to help.